

STATE CONTROLLER'S OFFICE  
PERSONNEL/PAYROLL SERVICES DIVISION  
P. O. BOX 942850  
Sacramento, CA 94250-5878

DATE: November 7, 2005

PAYROLL LETTER 05-019

TO: All Agencies/Campuses in the Uniform State Payroll System

FROM: JOHN R. HARRIGAN, Chief  
Personnel/Payroll Services Division

RE: **2005 PERSONNEL/PAYROLL SERVICES DIVISION CUSTOMER SURVEY**

This is to inform you that on November 9, 2005, the Personnel/Payroll Services Division will be distributing our 2005 Customer Satisfaction Survey to departments/campuses. This survey will focus on how well the division is satisfying your department's/campuses' personnel and payroll customer needs in specific areas of Program Performance, Communication and Training.

The last Customer Satisfaction Survey was conducted in 2001. This year's survey contains some additional rating areas to help us better understand how well we are meeting your needs. As a result of your 2001 comments/suggestions, the following changes were made:

Comment/Suggestion: Civil Service Audits does not accept FAX copies of PAR's when employees are separating.

Response: In November 2001, we began accepting FAX copies of PAR's for separations and any pay that needs a 24-hour turnaround.

Comment/Suggestion: Civil Service Personnel Liaison could be more helpful when assisting departments.

Response: In an effort to improve our Personnel Liaison customer services, we restructured our liaison unit workload effective December 2003. Specifically, we added three additional staff to the unit bringing the total to five. Also, each specialist was assigned a range of employee social security numbers and is the designated contact for all questions regarding PAR's, etc.

Comment/Suggestion: We need more timely revisions to reference manuals.

Response: We now revise the Payroll Procedures Manual on a monthly basis and place it on SCO's web site.

Comment/Suggestion: The Personnel Directory should be placed on the Internet, not on Office Vision.

Response: A new CA Personnel Office Directory (CPOD) was developed and added to SCO's web site in January 2002.

Comment/Suggestion: A training class on 607's and Position Control would be very helpful.

Response: Staff conducted training sessions on Position Control processing in March 2002 and again during February/March of 2003. Training included the processing of Payroll Headers, STD. 607's, Annual Reports, FCC's and Blanket Balance Reports. Although we did not provide any training in 2004, our Position Control Unit continues to meet and provide training consultations with individual departments as needed.

Comment/Suggestion: Decentralized calendars are not always received timely.

Response: Both the Civil Service and CSU Decentralized Calendars were developed in an electronic format and placed on SCO's web site beginning December 2001. The calendars are typically available one week prior to the beginning of the month.

Comment/Suggestion: We need a calendar that identifies all the various benefit cutoff dates.

Response: A Civil Service Benefit Cutoff calendar was developed and added to the SCO web site in August 2002.

Comment/Suggest: PPRC meetings are too long and the information could be covered in less time.

Response: The meetings were shortened to 90 minutes and were changed to every other month in September 2003.

This year's survey will be sent electronically to Civil Service Transactions Supervisors and California State University Payroll Managers. By completing the survey and providing your department's/campuses' comments and suggestions, you will help guide us to those areas where we can enhance our customer service levels. We are asking that the survey be completed and returned no later than December 2, 2005.

Your time and effort in completing this survey will be greatly appreciated. Please remember that our focus is on you, our customer, and your response is extremely valuable to us. If you have any questions please contact Ann Mitchell at [anmitchell@sco.ca.gov](mailto:anmitchell@sco.ca.gov) or (916) 322-7978.

JRH:PPOB:AM